



Energy Assistance Agencies,

Pacific Gas and Electric Company's Low-Income Energy Management Department is dedicated to assisting low-income, disabled, and senior citizen customers by working hand in hand with Assistance Agencies such as your own. We are currently enhancing our process for accepting pledges in order to better serve your Agency and our customers.

Beginning June 1, 2004, the Agency contact line will be managed by our Call Center Operations. The Call Center will be able to process pledges by Internet, faxes, and phone calls 24 hours a day, 7 days a week, improving the level of service we can provide to your Agency. Enclosed are copies of the Internet and fax forms.

For security purposes, a confirmation code has been implemented for your Agency to utilize with all pledge processes. This code will help PG&E identify you as an Assistance Agency and will expedite the pledge process. Please provide the confirmation code of **75309** on all transactions.

We are offering these pledge processing options:

- We now offer a new automated system utilizing e-mail and a standardized web form on a website specifically designed for this purpose. The new form can be accessed at **http://www.pge.com/customer_service/agency_pledge**. Once submitted, our automated system will email a confirmation to the customer, confirming acceptance of your pledge. Your Agency will receive a confirmation page online after you complete the web form.
 - It is important to obtain a valid email address from our customer (if they have one) to fully benefit from this enhanced service.
 - Please provide the confirmation code of **75309** when utilizing the Web Pledge option.
 - Utilizing this automated system is the most efficient way for Pacific Gas and Electric Company to process your pledge. Pledges will be noted on the customer's account within 24 hours.
- If your Agency does not have Internet access, you also have the option to fax your pledge to PG&E at **800/399-0213**.
 - Please obtain a valid email address (or telephone number if they do not have one) from our customer and include it on your faxed pledge so that we can email a confirmation to the customer, confirming acceptance of your pledge. If the customer doesn't have Internet access or an e-mail address, a PG&E Customer Service Representative will contact your Agency and the customer by telephone.
 - Please provide the confirmation code of **75309** when utilizing the Fax Pledge option.

- Faxed pledges will be noted on the customer's account within 48-hours.
- Additionally, if your Agency does not have Internet access, you also have the option to phone your pledge to PG&E at **800/773-4345**.
 - Please obtain a valid email address (or telephone number if they do not have one) from our customer and provide it to us during your call so that we can email a confirmation to the customer, confirming acceptance of your pledge. If the customer doesn't have Internet access, a Customer Service Representative will contact the customer by telephone.
 - Please provide the confirmation code of **75309** when utilizing the Phone Pledge option.
 - Telephoned pledges will be noted on the customer's account within 48-hours.

Please do not advise customers to call Pacific Gas and Electric Company to check on the status of their pledge or to confirm a payment arrangement. As noted above, if the customer has Internet access, we will e-mail confirmation to the customer confirming the acceptance of your pledge. Otherwise, our Customer Service Representative will contact the customer by telephone to confirm the acceptance of your pledge.

We hope the online form and 24/7 access will help expedite the pledge process for your Agency. Thank you for your cooperation in improving this important service to our customers.

If you have any questions, please contact us at **800/773-4345**.

Sincerely,

The Pacific Gas and Electric Company
Customer Services Department

Enclosures:

Copy of Agency Web Pledge form
Agency Pledge Fax Form



Assistance Agency Pledge Form

Customer Services

Thank you for using Pacific Gas and Electric Company's Assistance Agency fax process. To expedite your request, please complete all applicable fields below. Your fax request will be processed within 48 hours of receipt by PG&E. For more urgent requests, please utilize our Web Pledge form that is located on the Internet at http://www.pge.com/customer_service/agency_pledge which are processed within 24 hours of receipt by PG&E.

Agency Information

(Please Print)

Name: _____

Validation Code: _____ 75309 _____

Pledge Amount: _____

Pledge Payment Date: _____

Customer Information

Name: _____
First Middle Last

Account #: _____

Service Address:

House No. Street Apt. No City

Contact Telephone Numbers (include area code and extension):

Home Business

Email Address _____

Agency Representative: _____ Date: _____

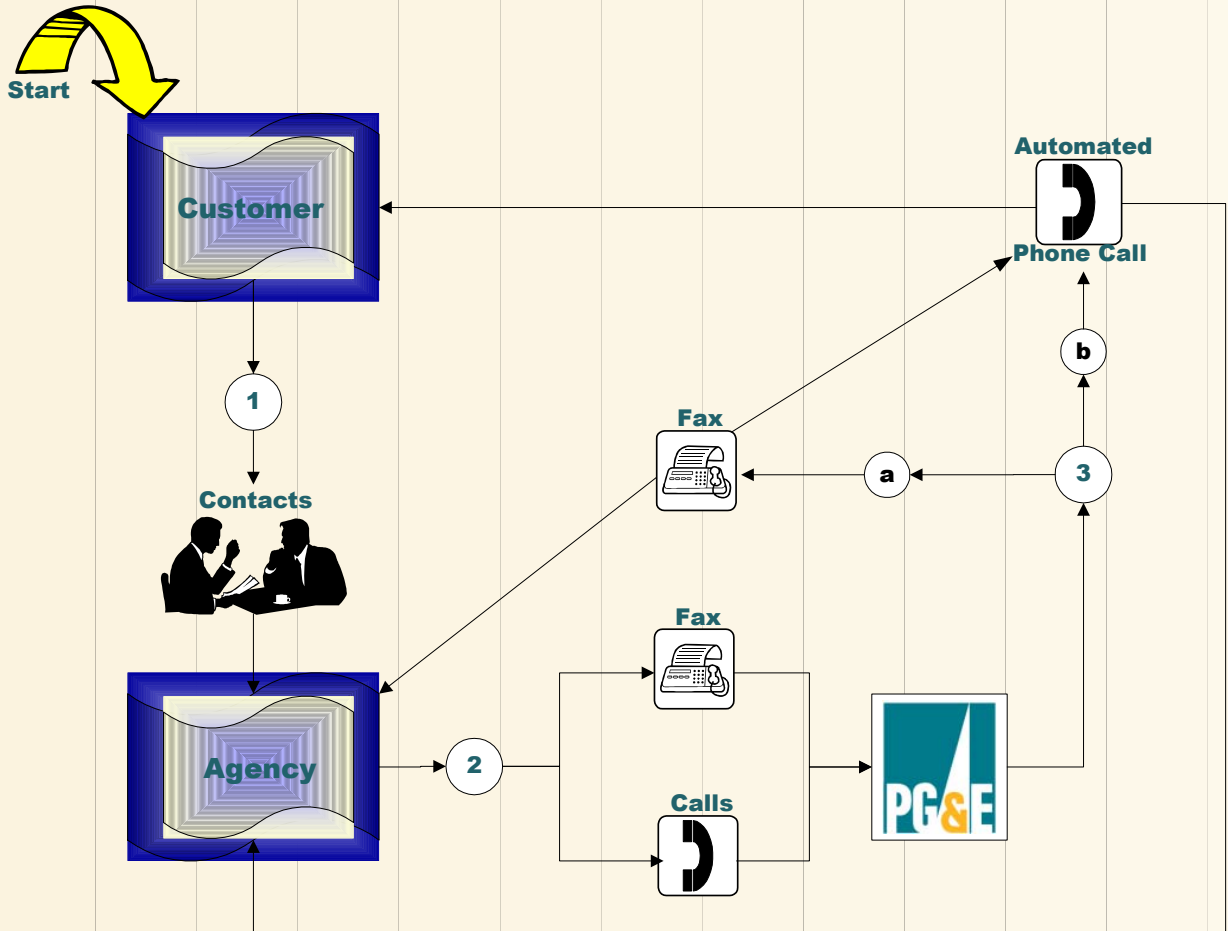
FAX TO: (800) 399-0213

PG&E USE ONLY:

Order issued on: _____ by: _____ Account ID: _____



Assistance Agency Fax & Phone Process



Key

- 1** Customer contacts Agency to request financial assistance
- 2** The Agency will notify PG&E of the pledge by fax or phone. The pledge amount will be noted on the customer account within 48 hours.
- 3** PG&E will confirm your pledge amount in one of two ways:
 - a** PGE.com's automated system will fax the Agency with a confirmation of the pledge and contact the customer through our automated system.
or
 - b** If the Agency doesn't have the ability to fax the pledge information, both the agency and the customer will receive an automated confirmation phone call.

What you can expect

Our Customer Service Representative will advise customers to present agencies with 48 hour notices when applicable.

An appointment with your agency does not constitute a payment. For this reason, please do not refer the customer to call PG&E when granting appointments or pending payments.

Once the Agency pledge is guaranteed, our automated system will contact the customer via fax or phone to confirm posting of the pledge. For this reason, please do not refer the customer to call PG&E when granting the pledges.

Web Access: www.pge.com

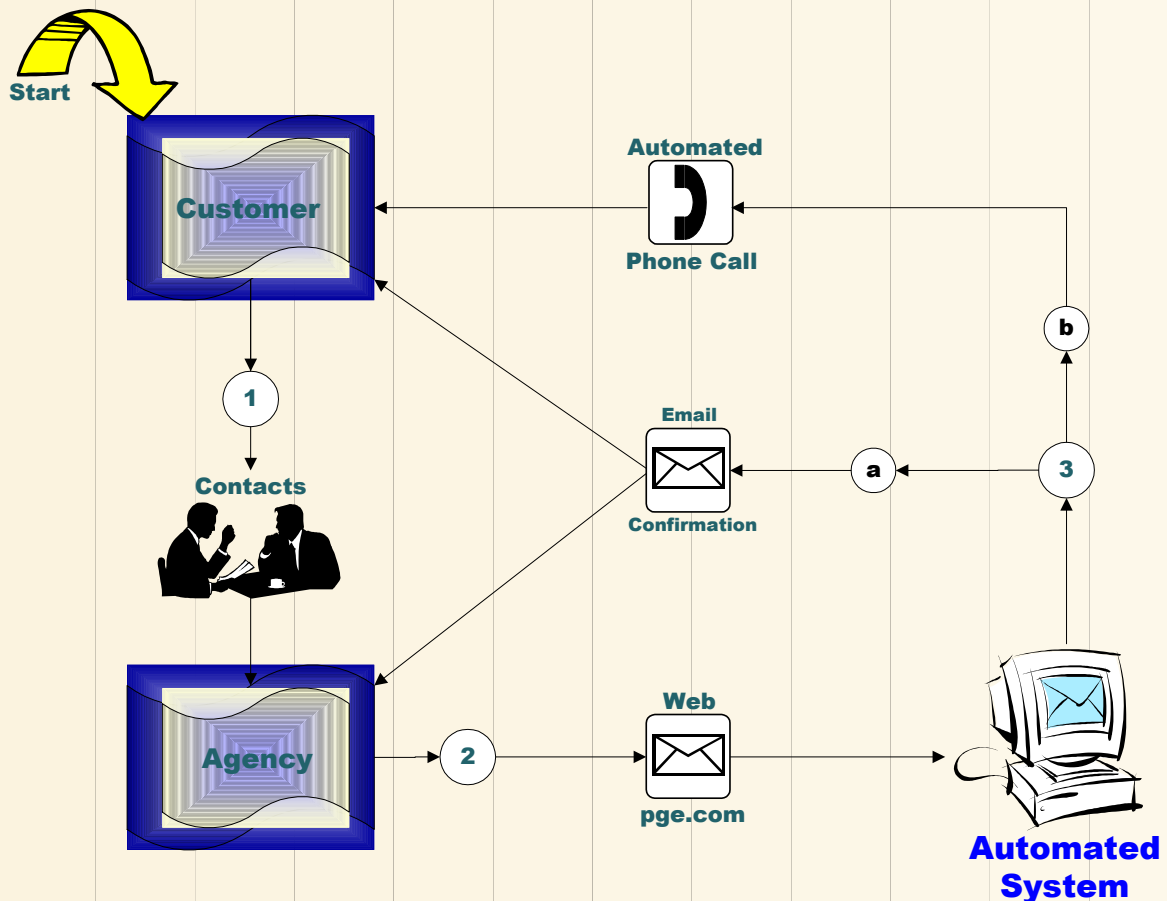
Fax: 800/xxx-xxxx

Phone: 800/xxx-xxxx



**Pacific Gas and
Electric Company®**

Assistance Agency Web Pledge Process



Key

- 1** Customer contacts Agency to request financial assistance
- 2** The Agency will email pledges on a standardized form through PGE.com. The pledge amount will be noted on the customer account within 24 hours.
- 3** PG&E's automated Web Pledge process will confirm your payment in one of two ways:
 - a** PGE.com's automated system will email both the customer and the Agency with a confirmation of the pledge.
 - or
 - b** If the Agency and/or customer doesn't have email access, they will receive an automated confirmation phone call.

What you can expect

Our Customer Service Representative will advise customers to present agencies with 48 hour notices when applicable.

An appointment with your agency does not constitute a payment. For this reason, please do not refer the customer to call PG&E when granting appointments or pending payments.

Once the Agency pledge is guaranteed, our automated system will contact the customer via fax or phone to confirm posting of the pledge. For this reason, please do not refer the customer to call PG&E when granting the pledges.

Web Access: www.pge.com

Fax: 800/xxx-xxxx

Phone: 800/xxx-xxxx